



NIDDK Banner Update Requests:

1. Go to: <http://itservicedesk.nih.gov/> to enter a NIH Help Desk ticket.
2. On page 4 “Classify your request”:
 - a. Select **Website Inquiry** under “General IT Assistance”.
3. On page 5 “Describe your request” – please include a detailed description regarding your request, including:
 - a. **Page URL where the issue is occurring**
 - b. **What is the problem**
 - i. Please provide details!
 - c. **What should be happening**
 - i. Please provide details!
 - d. **Urgency**
 - i. Immediate (Site Failing) to
 - ii. Minor (Cosmetic adjustments)
4. On page 5 “Special Instructions”:
 - a. Please enter: *Attention – NIDDK Web Support Team*